

General FAQ

Is my property included in the Curbside Collection program?

All properties with residences including single-family, bare land strata, mobile home parks and residences with up to four (4) units are included in the program. With some exceptions, the following are excluded from the program; multi-family residences with five (5) or more units, commercial, industrial, and institutional (IC&I). For further information please refer to Bylaw No. 1900, available on our website under Home > Government > Bylaws > Solid Waste Management Regulations Bylaw No. 1900

(<https://www.creston.ca/DocumentCenter/View/2416/Solid-Waste-Management-Regulations-Bylaw-No-1900>) or contact Town Hall at (250) 428-2214.

How do I find my Zone and Collection Day?

You can find your collection schedule on the Town of Creston website at <https://creston.ca/DocumentCenter/View/3103/Creston-Schedule-and-Map-June-2022>

There are links to the [2022 Program Guide](#) as well as the [Collection Zone Map](#) and Collection Schedule. In the Curbside Collection - Garbage, Recycling and Food Waste on the Town's Website, you can enter your address to see your collection days and event schedules. If you do not see your address, use the Contact Us link to report a problem or contact Town Hall at (250) 428-2214. For custom reminders and schedules, download the free **Creston Recycles** mobile phone app!

Can I opt out of the program?

No, the Collection Service is mandatory for all eligible households.

I leave Creston for several months of the year. Do I need to pay the full amount for Curbside Collection?

Yes. This year round service is mandatory. If you choose not to use it for any length time, you will still be billed the full amount.

When does the program change to include Food Waste and Recycling?

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Food waste collection begins on June 21, 2022 and Recycling begins on June 28, 2022.

What services are provided?

As of June 21, 2022 the revised curbside collection program includes the following:

- Weekly food waste collection
- Bi-weekly garbage collection (every second week)
- Bi-weekly recyclables collection (every second week alternating with garbage collection)
- Bi-annual (Spring and Fall) yard waste collection

Food waste is collected in a Town-supplied green cart, garbage is collected in plastic garbage bags, which may be placed in a garbage can with a maximum volume of 120L, and recyclables will be collected in a Town-supplied blue box.

Recyclables will not be collected in single use plastic bags.

View the Food Waste, Recycling, Garbage and Yard Waste FAQ's below for more information.

How much material can I put out for collection?

The limits for each waste stream are as follows:

- Food Waste: One Town supplied food waste cart containing a maximum of 18 Kg (40 lbs) of food waste every week
- Recycling: Unlimited quantities (in bins) every second week
- Garbage: One 23kg (50 lbs) 120L container or 2 Regular sized black garbage bags (65cm x 83cm) weighting approx. 11.5kg (25 lbs) each. every second week (alternating with recycling collection)

See the FAQs under Food Waste and Garbage for how to deal with quantities that exceed these limits.

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Does the Town provide the necessary containers?

After June 6, 2022, the Town will provide the following containers to eligible dwellings for curbside collection:

- A kitchen catcher (7 L) that you keep in your kitchen for food waste
- A Food Waste Cart (45 L) that you will take to the curb for collection
- A recycling bin (83 L) that you will take to the curb for your recycling collection

Curbside bins will have serial numbers for tracking but it is recommended that you keep track of your containers by labeling them with your address!

If you move – leave your bins.

What if I'm not home when my containers are dropped off?

Please arrange to have a friend or a neighbour bring your containers inside if you are not able to when they are dropped off at your home.

Where do I put my containers on collection day?

Containers must be placed at the curb so they are visible and accessible for the collectors, and will not block roadways, driveways or sidewalks. For more information, visit the "Collection Requirements" on the Town of Creston website at <https://creston.ca/2431/Collection-Requirements>

What time will collection take place at my residence?

Collection may take place any time between 7:00 AM and 4:30 PM on your collection day. The Collection Routes are subject to change without warning – meaning they may arrive at your residence earlier or later than they have on previous collection days. To make sure your material is always collected, have your containers placed at the curb before 7:00 AM on your collection day. Do not put your containers at the curb any earlier than 5am, the morning of your collection day.

If collection has not taken place at your house by 4:30 PM on your collection day, contact Tip-It Waste Solutions at (250) 428-9887.

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What is the Creston Recycles App?

The **Creston Recycles** app can be downloaded free from the Apple App Store or Google Play. Features of the app include:

- Personalized notifications and reminders for regular collection schedules and special events via email, text message or phone call;
- Printable schedules for collection days and events;
- Collection and event schedules can be exported to your everyday calendars (Outlook, iCal or Google Calendar);
- Receive emergency or non-emergency notifications for news, events, scheduling changes and other information from the Town.
- Access to the message board where News and Updates are posted;
- Report problems regarding missed collections, service complaints and issues with the app itself;
- Details for how to properly prepare your materials for Curbside Collection in the “Collection Requirements” section,
- “What goes where?” search tool that allows you to look up material-specific collection or drop-off requirements.

Do I have to pay for a second service for a suite?

Yes, secondary suite collection service is mandatory upon registration with the Town.

After June 1, 2022, the Town will provide the following containers to applicable secondary suites registered with the Town:

- A kitchen catcher (7 L) that you keep in your kitchen for food waste
- A Food Waste Cart (45 L) that you will take to the curb for collection
- A recycling bin (83 L) that you will take to the curb for your recycling collection

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Owners of Secondary Suites included in the Town's Solid Waste Disposal System shall also be issued 26 **Garbage Collection Tags** for garbage collection per unit, in January of each year. Garbage is collected in Regular sized black garbage bags (65cm x 83cm), which may be placed in a garbage can of maximum 120L. Additional Garbage Collection Tags can be purchased at Town Hall.

Food waste is collected in a Town-supplied green cart and recyclables will be collected in a Town-supplied blue box. **Recyclables will not be collected in single use plastic bags.**

See the FAQ's below for what to do with extra Garbage and Food Waste. Recycling remains unlimited – refer to the Recycling FAQs below on how to deal with extra recycling.

Why was my garbage/food waste/recycling left at the curb on my Collection Day?

There are multiple reasons why your Curbside materials may have not been collected.

- If your container was not out in time, the collector may have already passed your house and your material will not be collected. To make sure your curbside containers are collected each week, have your containers placed at the curb prior to 7:00 AM on your collection day.
- During the winter it is difficult to access some regions during or after a snowfall. The safety of the drivers is top priority – if they feel they cannot access an area, they will return to the area and perform collection when conditions are safe.
- Containers will not be accepted if they exceed the number, size or weight maximums for collection. In this case, a sticker will be left on your bag or container by the collector.
- Food waste will not be accepted if it is not set out for collection in a Town of Creston branded green bin.
- Containers will not be accepted if they contain contaminants. In this case, a sticker will be left on your on your container by the collector.

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- **Accidents happen!** Containers occasionally are missed without a specific reason. If there is no sticker on your missed garbage and it was out in time, call Tip-It Waste Solutions at (250) 428-9887 for a make-up collection.

What if I miss my collection day?

If you miss your collection day, you will have to wait until your next collection day to put out materials. If you cannot wait until your next collection day you can:

- Take your garbage to the Creston Landfill (1501 Mallory Road) (\$3 per container (first 4 containers) or \$125/ tonne) or purchase **Garbage Collection Tag(s)** (\$2 each from Town Hall) to put additional tagged garbage out for collection on your next collection day.
- Take your recyclables to a recycling depot (Creston Recycling Depot @ 412 Helen Street, beside the carwash or the Creston Landfill and Recycling Depot @1501 Mallory Road). You will need to sort your materials at these recycling depots.
- The transfer station for Food Waste at the Creston Landfill is available to the public. If you miss your collection day, you can take your food waste to the Creston Landfill (1501 Mallory Road).
- To ensure your Food Waste is collected, make sure you have your container at the curb for collection by 7:00 AM on your collection day! Alternatively, consider freezing your food waste (if possible) until the next collection.